

From: www.consumersunion.org
To: Mike Powell
Date: 1/25/03 1:49PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

I just started the search for a new wireless service. I must tell you, I have a M.S. in Computer Science and have served in various technical and leadership roles with the USAF for 19 years and yet I am having difficulty deciphering the various "fine print" offers that companies such as Nextel, AT&T, and Cingular offer.

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Robert DeForest
city = Melbourne, FL
email = robertd772@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/26/03 10:44AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = donald missel
city = tacoma, wa
email = dmissel@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/26/03 9:37PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Eric London
city = Bethesda, MD
email = elondon@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/27/03 8:19AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = kenn dziedzi
city = West Jordan, UT
email = kdzedzi@att.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/28/03 1:57PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Heather L. Bailey
city = North Massapequa, NY
email = hlbailey12@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/28/03 11:30PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) must do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Finally, I believe there needs to be some standardization of formats so that consumers are not sold on services that cannot function as intended. Furthermore, standardization would allow carriers to "share" towers so that local opposition to these structures is not an insurmountable obstacle.

Thank you for your consideration.

Sincerely,

Bjorn Sigurdsson
4 Birch Hollow Lane
Rochester, NH 03867
603-335-3232
sender = Bjorn Sigurdsson
city = Rochester, NH
email = bjorn@metrocast.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/29/03 10:48PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Robert E Bowls
city = Memphis TN
email = BowlsRE@Bigfoot.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/30/03 2:19AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,
Wendy Mitchell

sender = Wendy Mitchell
city = San Diego, CA
email = wennrob28@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/30/03 11:17PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a Certified Safety Professional (CSP) and consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Samuel M. Ross
city = Novato, CA
email = Mr.Safety@Verizon.Net

From: www.consumersunion.org
To: Mike Powell
Date: 1/31/03 1:16PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Mike Buetow
city = Boston, MA
email = mikebuetow@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/31/03 1:23PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

I have been driven to find this mechanism to make a complain because of the profound and unprecedented ill treatment I have been receiving from Sprint PCS in Massachusetts. This includes the inability to solve billing errors and to obtain competent customer service.

Sprint PCS is out of control and I expect my goverment to step in and apply the muscle it will take to change things. If the FCC cannot weigh in on this basic bread and butter issue then I would be lead to question the need for having an FCC.

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

John Galeros

Sincerely,

sender = John Galeros
city = Concord, MA
email = johng@fiam.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/31/03 3:33PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Harold R. Ward
city = Boise, ID
email = netwings@cableone.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/31/03 2:44PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Michael Bean
city = Virginia Beach, Va
email = beanme2@cox.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/31/03 3:06PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = CATHERINE HALL
city = CARROLLTON, TX
email = ERMATRUME@AOL.COM

From: www.consumersunion.org
To: Mike Powell
Date: 2/1/03 9:11AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Lydia Romer
city = Fredonia, NY
email = langtry@netsync.net

From: www.consumersunion.org
To: Mike Powell
Date: 2/1/03 2:05PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = VICKY DAVIS
city = BROOKLYN, NY
email = CROCHETMASTER03

From: www.consumersunion.org
To: Mike Powell
Date: 2/2/03 1:42AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Jesse Alasgarcia
city = Long Beach, Ca
email = speedracer216901@sprintpcs.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/2/03 11:57AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Gene Smith
city = Florissant, CO
email = smith-thomas@att.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/30/03 6:03PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Eric Gallo
city = North Lauderdale, FL
email = egallo1429@excite.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/3/03 9:57PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

Kim Johannon
sender = Kim Johannon
city = Laguna Niguel, CA
email = ohkiki@hotmail.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/4/03 4:13PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)
- Require carriers to grant new customers the ability to change phone numbers when moving to a different city or state, without having to sign a brand new contract for the same service.

Thank you for your consideration.

Sincerely,

Christopher C. Tyk
sender = Christopher C. Tyk
city = Albuquerque, NM
email = ctyk@usnmfcu.org

From: www.consumersunion.org
To: Mike Powell
Date: 2/5/03 10:26AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Eugene D. Hahn
sender = Eugene D. Hahn
city = Salisbury, MD
email = ghahn@erols.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/5/03 4:10PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Howard Moore
city = San Diego, CA
email = papaoso@cox.net

From: www.consumersunion.org
To: Mike Powell
Date: 2/6/03 10:27AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Vincent E. Da Forno
city = Dorchester, MA
email = vincent_daforno@biogen.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/6/03 12:42PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Gregg Kapuscinski
city = New York, NY
email = kappadappa@hotmail.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/6/03 12:43PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = John Zupan
city = New York, NY
email = johnzupan@hotmail.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/8/03 7:50PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Amado Gil
city = Guttenberg NJ
email = asgil@aol.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/10/03 7:39AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Bob Hodges
city = Marietta, GA
email = bob.hodges@bellsouth.net

From: www.consumersunion.org
To: Mike Powell
Date: 2/10/03 7:40AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Bob Hodges
city = Marietta, GA
email = bob.hodges@bellsouth.net

From: www.consumersunion.org
To: Mike Powell
Date: 2/10/03 7:40AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Bob Hodges
city = Marietta, GA
email = bob.hodges@bellsouth.net

From: www.consumersunion.org
To: Mike Powell
Date: 2/10/03 6:51 PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

You should be able to keep your phone number if you change wireless carriers. In fact, the Federal Communications Commission (FCC) has committed to implementing local number portability by November 24, 2003.

The Commission should reject the wireless carriers continued efforts to postpone the availability of number portability. The carriers have now had six-and-a-half years to institute it and with each extension they gave a good faith commitment that portability was just around the corner. However, it has now become apparent that they do not intend to fulfill those commitments.

Number portability offers consumers the convenience of keeping their phone numbers when they move from one company to another. It would also lower the cost of switching carriers and would result in better quality of service and lower prices due to increased competition.

In addition, the FCC should not make number portability contingent upon carriers requesting that numbers transfer with the consumer. It should be up to consumers to decide whether or not they want to keep their wireless phone numbers when they change carriers.

Thank you for your consideration.

Sincerely,

sender = Jim Haney
city = Spokane WA
email = eeeor36@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/11/03 11:16AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Lynn Schuette
city = Pacifica, CA
email = lizacolby1@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 2/12/03 1:55PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) must do more to improve the services provided by wireless phone companies. Left on its own, the industry has continually failed to provide an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area. Even in Los Angeles dead zones exist in most areas.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers. This is ESSENTIAL as currently the companies keep us hostage after stationary, business cards, advertising, etc. are purchased.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)
- Stop the "bait and switch" approach of a great one or two month offer and then suddenly have the rates jump up. Ads should be required to post in equal size print what the actual monthly rates are, not just the short term promotional rates.

Thank you for your consideration.

Sincerely,

Mike Rohla, Ph.D.

sender = Mike Rohla, Ph.D.
city = Los Angeles CA
email = mikeinlaca@netscape.net

From: www.consumersunion.org
To: Mike Powell
Date: 2/13/03 1:09PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

-Additionally, a law protecting consumers against holding them responsible for any unauthorized use of cellular phones arising from lost or stolen cellular phones. Wireless companies should be required to carry insurance to protect them and customers against unauthorized use of cell phones.

Thank you for your consideration.

Sincerely,

Rosario Medina
sender = Rosario Medina
city = New Hyde Park, NY
email = airmedina@aol.com